

PERFORMANCE AND DATA QUALITY ASSURANCE – ANNUAL REPORT**Paul Godden, Corporate Development Department**

1. PURPOSE OF THE REPORT

- 1.1 To provide an overview of the arrangements in place for performance management and data quality.

2. CURRENT POSITIONPerformance Management

- 2.1 The Strategic Management Board is the Force's primary meeting to drive and manage performance and delivery of the Police and Crime Plan.
- 2.2 The Chief Constable chairs the Strategic Management Board. Performance is considered in a number of ways, for example:
- Performance compared to previous years.
 - Performance compared to agreed service standards.
 - Performance compared to peers (most similar family of forces or nationally).
 - Direction of travel.
- 2.3 Other areas of business are also regularly reported to the Strategic Management Board, and include the Strategic Policing Requirement, community consultation and engagement and progress against HMIC action plans.
- 2.4 A scrutiny meeting has been introduced by the Police and Crime Commissioner. These meetings provide the opportunity to monitor progress against the Police and Crime Plan, as well as consider other areas such as compliance with the Strategic Policing Requirement, compliance with standards, such as use of force and stop and search, and progress against improvement and action plans.

Data Quality

- 2.5 An Information Management Unit (IMU) was formally introduced within the Force in October 2016. The Unit brings together all of the key aspects relating to Information Management and includes Disclosure, Freedom of Information, Data Protection, Records Management and Information Security. A comprehensive and detailed action plan has been implemented. Relevant policies and procedures have been reviewed and a revised model for managing data has been implemented.
- 2.6 As part of the Audit Plan, approved by the Joint Independent Audit Committee, the audit of performance management was carried out in the 2016/17 programme, completed by the Gateshead Internal Audit Team. The audit found systems and controls are operating well and no findings have been raised.

The objectives of the audit were to ensure:

- The timely provision of information for national and local performance indicators to meet publication dates for reports.
- Formalisation of responsibilities for production and monitoring of the Force's performance indicators.
- The accuracy of details provided and the existence of supporting documentation relating to monitoring and final outturn information.
- Performance is monitored and managed during the year, with action being taken and monitored to address areas where targets are not being achieved.
- Relevant information, data, documentation and IT systems are maintained securely.

2.7 Northumbria Police was subject to a Crime Data Integrity inspection in July 2016, as part of a rolling inspection programme by Her Majesty's Inspectorate of Constabulary. The following areas were assessed:

- How effective is the force at recording reported crime?
- How efficiently do the systems and processes in the force support accurate crime recording?
- How well does the force demonstrate the leadership and culture necessary to meet the national standards for crime recording?

2.8 The force has made significant progress since the HMIC inspection in 2014; however, the overall judgement made by HMIC is 'requires improvement'.

- Overall crime recording compliance improved from 72% to 93%.
- Correctly recording crimes reported directly to Safeguarding improved from 2 out of 11 to 17 out of 20.
- Cancelled crime decisions for rape improved from 17 out of 30 to 20 out of 20.
- Other cancelled crime decisions improved from 32 correct out of 43 to 42 out of 44.

2.9 An action plan has been developed to address the recommendations and areas for improvement. Activity and governance of the action plan is managed and directed through the recently formed Powers and Policy Group.

3. CONCLUSIONS

3.1 The arrangements for performance management and data quality are considered appropriate, and have been validated by independent audit.

4. FINANCIAL CONSIDERATIONS

4.1 There are no additional financial considerations arising from this report.

5. LEGAL CONSIDERATIONS

5.1 There are no legal considerations arising from the content of this report.

6. EQUALITY CONSIDERATIONS

6.1 There are no equality implications arising from the content of this report.

7. RISK MANAGEMENT

- 7.1 Overall standards of data quality and arrangements for performance management and data quality are considered appropriate. The Force is actively managing the improvements to crime recording standards.

8. RECOMMENDATIONS

- 8.1 The group is asked to note the contents of this report.